**THD Ticket Triage Notes**

Here is the most common issue we have this happened in our LLC as well as production. In production we see this less.

RPMS are created via a Jenkins job. Jenkins tool does the heavy lifting. This is an old process.

**Catalog Retrieval Errors**

Could not retrieve catalog from remote server: Error 400 on SERVER: Evaluation Error: Error while evaluating a Resource Statement, Could not find declared class ::carltbatch::v2\_0\_1\_0 at /etc/puppetlabs/code/environments/production/modules/carltbatch/manifests/init.pp:7:3 on node[cplinps2.homedepot.com](http://cplinps2.homedepot.com/)

Error: Could not retrieve catalog from remote server: Error 400 on SERVER: Evaluation Error: Error while evaluating a Function Call, Could not find data item node::hdsite in any Hiera data file and no default supplied at /etc/puppetlabs/code/environments/production/manifests/site.pp:5:16 on node[cmpsrd00.homedepot.com](http://cmpsrd00.homedepot.com/)

Could not retrieve catalog from remote server: Error 400 on SERVER: Evaluation Error: Error while evaluating a Resource Statement, Could not find declared class ::jbossjdkupgrade\_pp::vAUTOMATION at /etc/puppetlabs/code/environments/production/modules/jbossjdkupgrade\_pp/manifests/init.pp:7:3 on node [cplistaa.homedepot.com](http://cplistaa.homedepot.com/)

Could not retrieve catalog from remote server: Error 400 on SERVER: Evaluation Error: Error while evaluating a Function Call, Could not find class ::prcrptauto\_hadoopbatch for [hadmqa07.homedepot.com](http://hadmqa07.homedepot.com/) at /etc/puppetlabs/code/environments/production/site/profile/manifests/prcrptauto\_hadoopbatch.pp:2:7 on node [hadmqa07.homedepot.com](http://hadmqa07.homedepot.com/)

**Server Name Changes**

When they rename a server. This is pretty straight forward and we have a process for this and it is a THD scripted solution because we have failover with the CA/MoM systems. What I would like to see is a Puppet solution for keeping certificates in sync across multiple CA/MoM servers.

<https://www.youtube.com/watch?v=lUSPOgXKwV8>

Many ways to do this as long as THD will commit to supporting.

Worth talking to them about their needs.

File replication between hosts (CA redundancy) - linux incrhon.d and watch teh signed directory for an rsync to copy when a chagne is made.

Do we want this to be active or passive? Or active/active?

HA supported solution is active/passive

Ha: <https://confluence.puppetlabs.com/display/cs/west+region>

Console doesn’t have to be on its own server in latest version (3.7+)

root@lp03ab ~]# ssh cplitab2 puppet agent -t --no-noop

Red Hat Enterprise Linux Server release 6.9 (Santiago)

Kernel \r on an \m

Warning: Setting configtimeout is deprecated.

(at /opt/puppetlabs/puppet/lib/ruby/vendor\_ruby/puppet/settings.rb:1142:in `issue\_deprecation\_warning')

Exiting; failed to retrieve certificate and waitforcert is disabled

Error: Could not request certificate: The certificate retrieved from the master does not match the agent's private key.

Certificate fingerprint: 51:4C:BE:33:9A:BD:5B:48:3E:7A:84:2F:C1:7F:8B:A2:DD:7F:50:5D:37:DC:73:9F:EF:5C:2F:C3:57:1A:3A:5A

To fix this, remove the certificate from both the master and the agent and then start a puppet run, which will automatically regenerate a certficate.

On the master:

puppet cert clean [cplitab2.homedepot.com](http://cplitab2.homedepot.com/)

On the agent:

1a. On most platforms: find /etc/puppetlabs/puppet/ssl -name cplitab2.homedepot.com.pem -delete

1b. On Windows: del "/etc/puppetlabs/puppet/ssl/cplitab2.homedepot.com.pem" /f

2. puppet agent -t

Another one-off where we have teams doing things “off road”

We have a deployment to a RHEL7 server planned within the next couple weeks. Our rpm will install different packages based on the RHEL version. We have several RHEL6 servers that we have tested on, however we need to test on a RHEL7 server. I have provisioned a RHEL7 VM on CloudBolt and I need some assistance setting up Puppet to test on this VM.

Some tools that teams can use in a certain order. Some of it is a reinforcement piece internally.

Not really Puppet related and more of an Home Depot.